

IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

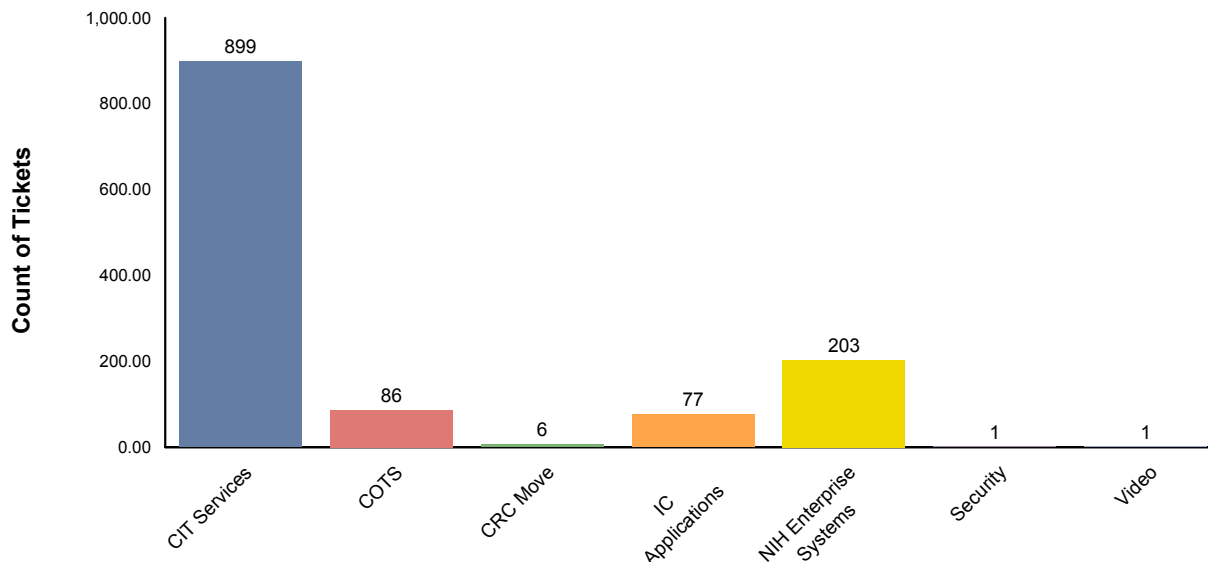
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,273

Tickets By Category Summary

(For CC)



CC

1,273

CIT Services

899

Accounts	314
Back Office Support	70
CIT Categories	142
CIT Categories Aspect	3
CIT Categories Remedy	7
Connectivity	22
Email	122
General Information	36
Helix Support	2
NECS	4
NIHnet	63
OS/390	10
Telecommunications	74
Training	7
Unix Support	1
Wireless Services	22

COTS

86

Application Support	40
Hardware	46

CRC Move

6

CRC Move	6
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IC Applications

77

CC APPS	13
CC APPS (DCRI)	25
Local LAN	31
Web Site Issue (non-CIT)	8

NIH Enterprise Systems

203

ADB	49
EHRP Func App Suppt	3
EHRP Non-App Specific	1
EHRP Security	13
EHRP Technical	3
EHRP User Error	1
EHRP Workflow/Worklist	1
NBRSS-NBS	1
NBS-User Call	85
NED	14
NIH Data Warehouse	17
NIH Services	13
NVision	2

Security

1

Security	1
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Video

1

IC Ticket Report with Category Summary
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Video

1

IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

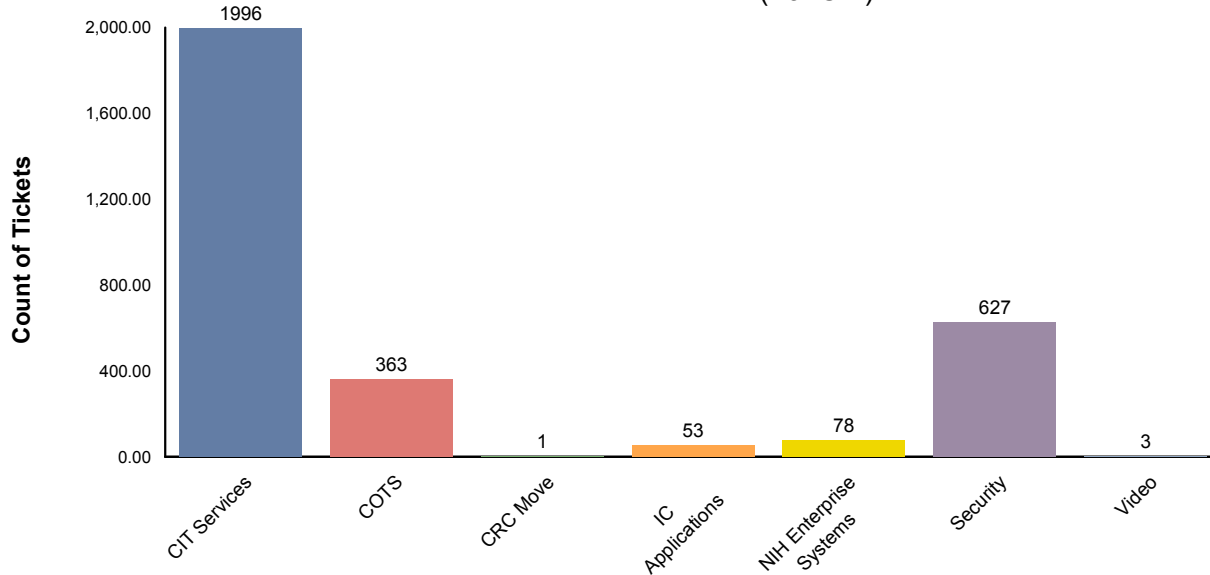
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,121

Tickets By Category Summary

(For CIT)



CIT 3,121

CIT Services

1,996

Accounts	400
Back Office Support	78
CIT Categories	56
CIT Categories Aspect	10
CIT Categories Remedy	201
Connectivity	63
Email	737
EOS	2
General Information	271
Helix Support	2
NIHnet	62
OS/390	17
Project Work	8
Telecommunications	31
Training	10
Unix Support	1
Wireless Services	47

COTS

363

Application Support	122
Hardware	241

CRC Move

1

CRC Move	1
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IC Applications

53

CC APPS (DCRI)	1
Local LAN	42
OIT Categories	1
Web Site Issue (non-CIT)	9

NIH Enterprise Systems

78

ADB	25
EHRP Change Management	1
EHRP Security	2
eRA-IMPAC II	1
NBS-User Call	17
NED	11
NIH Data Warehouse	4
NIH Services	16
NVision	1

Security

627

Anti Virus SW	74
Security	553

Video

3

Video	3
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IC Ticket Report with Category Summary

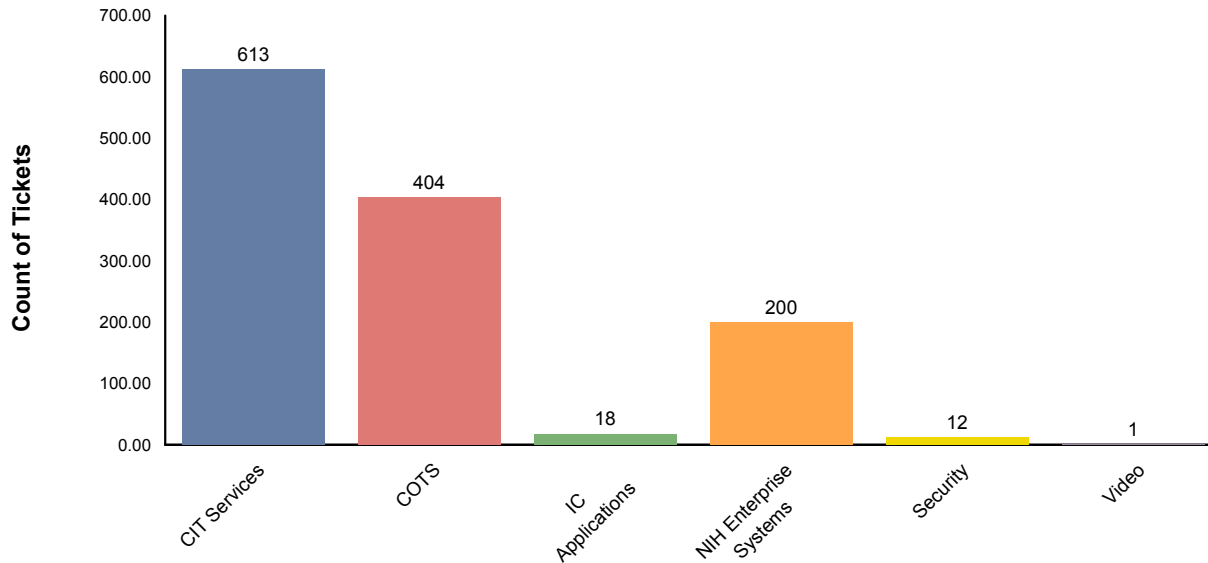
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,248

Tickets By Category Summary (For CSR)



CSR

1,248

CIT Services

613

Accounts	151
Back Office Support	131
CIT Categories	31
CIT Categories Remedy	1
Connectivity	64
Email	143
General Information	36
NECS	1
NIHnet	9
Telecommunications	8
Training	3
Wireless Services	35

COTS

404

Application Support	103
Hardware	301

IC Applications

18

E-Grants	1
Local LAN	15
OIT Categories	1
Web Site Issue (non-CIT)	1

NIH Enterprise Systems

200

ADB	1
EHRP Func App Suppt	1
EHRP Security	2
EHRP Workflow/Worklist	1
eRA-COMMONS	26
eRA-IMPAC II	54
eRA-Software BA	3
NBS-User Call	9
NED	4
NIH Data Warehouse	3
NIH Services	96

Security

12

Anti Virus SW	1
Security	11

Video

1

Video	1
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IC Ticket Report with Category Summary

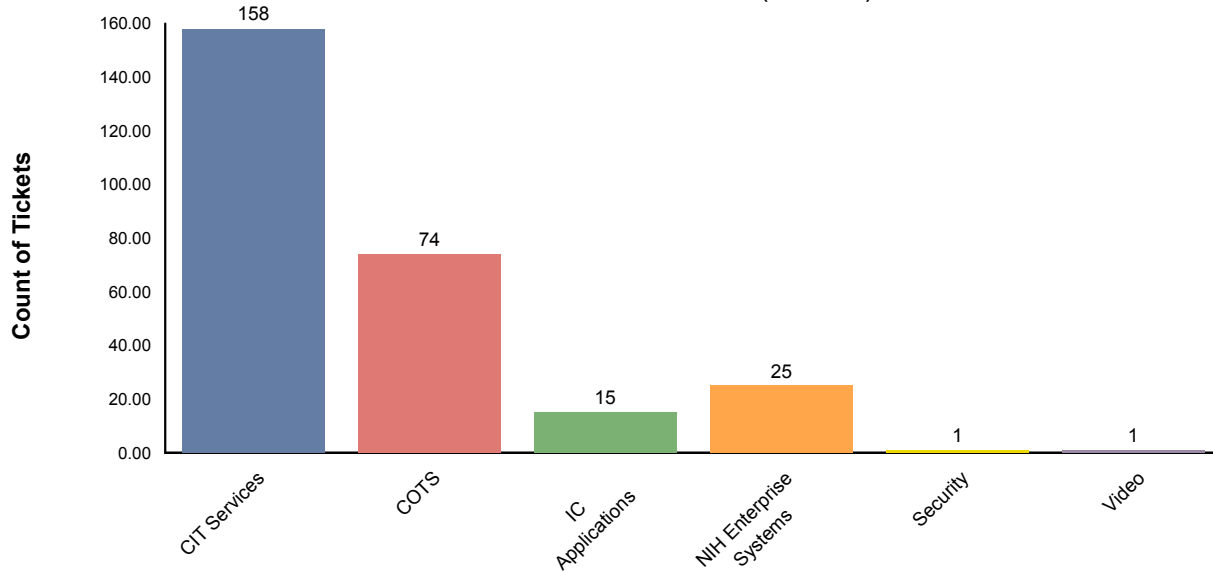
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 274

Tickets By Category Summary (For FIC)



FIC **274**

CIT Services

158

Accounts 29
Back Office Support 23
CIT Categories 12
CIT Categories Remedy 1
Connectivity 12
Email 44
General Information 6
NIHnet 1
OS/390 2
Telecommunications 10
Wireless Services 18

COTS

74

Application Support 39
Hardware 35

IC Applications

15

Local LAN 4
Web Site Issue (non-CIT) 11

NIH Enterprise Systems

25

ADB 5
eRA-IMPAC II 6
NBS-User Call 8
NIH Data Warehouse 3
NIH Services 3

Security

1

Security 1

Video

1

Video 1

IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

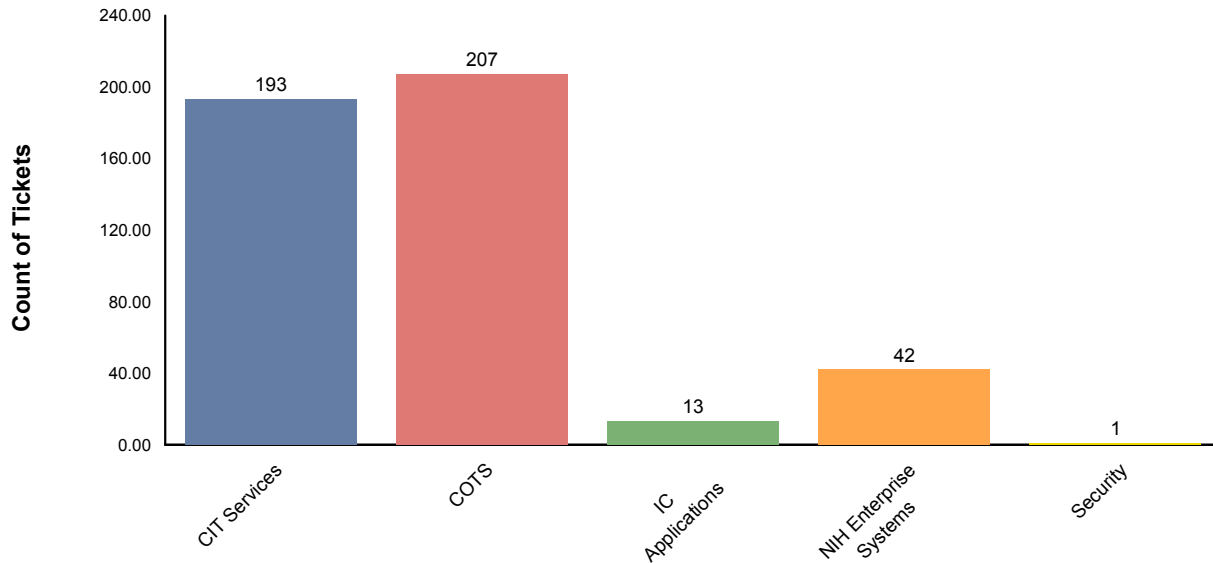
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 456

Tickets By Category Summary

(For NCCAM)



NCCAM 456

CIT Services

193

Accounts	58
Back Office Support	40
CIT Categories	7
CIT Categories Remedy	1
Connectivity	6
Email	55
General Information	9
NECS	1
NIHnet	2
Pubs/Software Distribution	1
Telecommunications	5
Training	1
Wireless Services	7

COTS

207

Application Support	63
Hardware	144

IC Applications

13

CC APPS (DCRI)	4
Local LAN	7
Web Site Issue (non-CIT)	2

NIH Enterprise Systems

42

ADB	5
EHRP Security	1
eRA-COMMONS	1
eRA-IMPAC II	5
eRA-Software BA	2
NBS-User Call	14
NED	3
NIH Data Warehouse	3
NIH Services	8

Security

1

Security	1
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IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

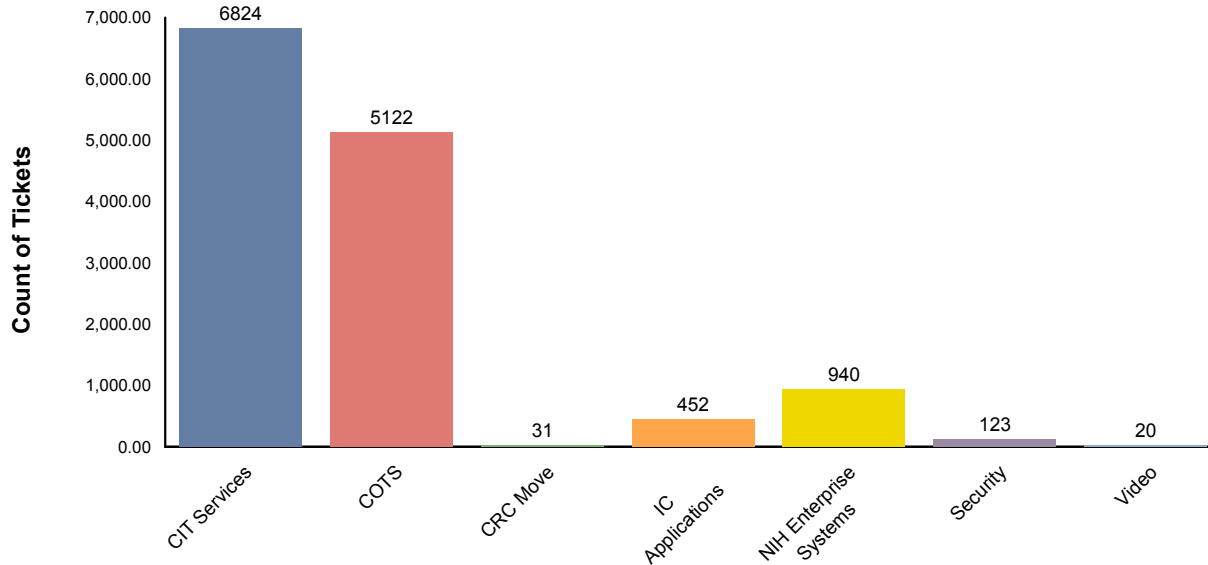
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 13,512

Tickets By Category Summary

(For NCI)



NCI 13,512

CIT Services

6,824

Accounts	2,365
Back Office Support	929
CIT Categories	437
CIT Categories Remedy	14
Connectivity	401
Email	1,456
General Information	324
Helix Support	11
NECS	21
NIHnet	182
OS/390	49
Pubs/Software Distribution	11
Telecommunications	202
Training	55
Unix Support	1
Wireless Services	366

COTS

5,122

Application Support	1,948
Hardware	3,174

CRC Move

31

CRC Move	31
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IC Applications

452

CC APPS	47
CC APPS (DCRI)	47
E-Grants	10
Local LAN	267
OIT Categories	2
Web Site Issue (non-CIT)	79

NIH Enterprise Systems

940

ADB	156
EHRP Change Management	2
EHRP Func App Suppt	5
EHRP Reporting	1
EHRP Security	36
EHRP Technical	14
EHRP User Error	1
EHRP Workflow/Worklist	11
eRA-COMMONS	3
eRA-IMPAC II	24
NBS Break/Fix	2
NBS Enhancement	1
NBS-User Call	438
NED	70
NIH Data Warehouse	8

IC Ticket Report with Category Summary
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NIH Services	161	
NVision	7	
Security		123
Anti Virus SW	26	
Security	97	
Video		20
Video	20	

IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

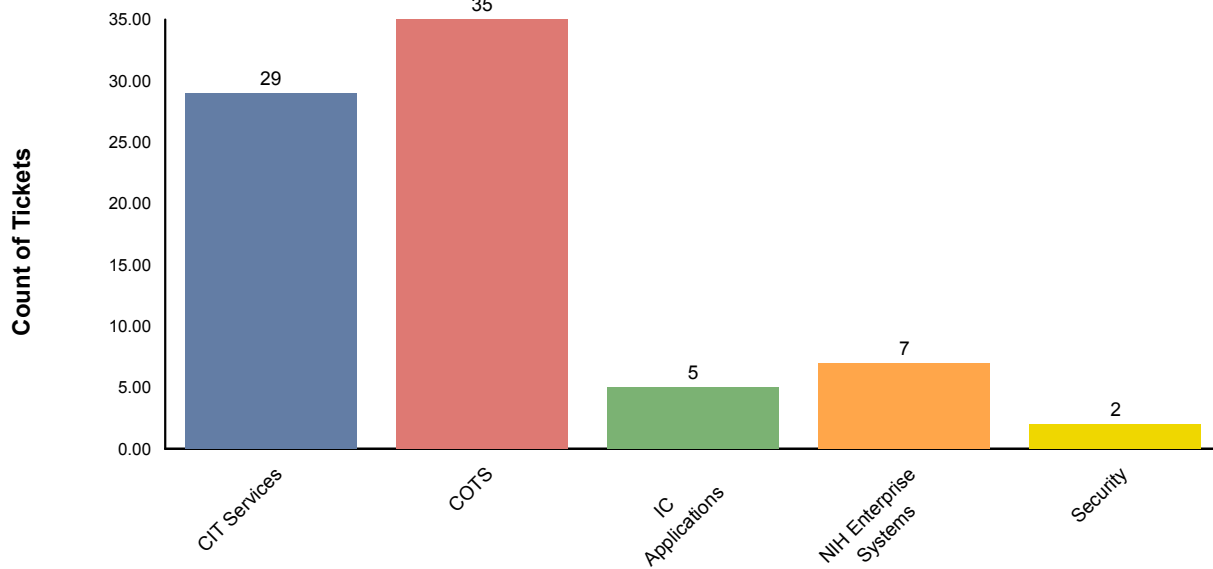
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 78

Tickets By Category Summary

(For NCMHD)



NCMHD		78
CIT Services		29
Accounts	7	
Back Office Support	4	
CIT Categories	1	
Connectivity	1	
Email	10	
General Information	2	
Telecommunications	1	
Training	1	
Wireless Services	2	
COTS		35
Application Support	9	
Hardware	26	
IC Applications		5
Local LAN	2	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		7
eRA-IMPAC II	1	
NBS-User Call	4	
NIH Services	2	
Security		2
Security	2	

IC Ticket Report with Category Summary

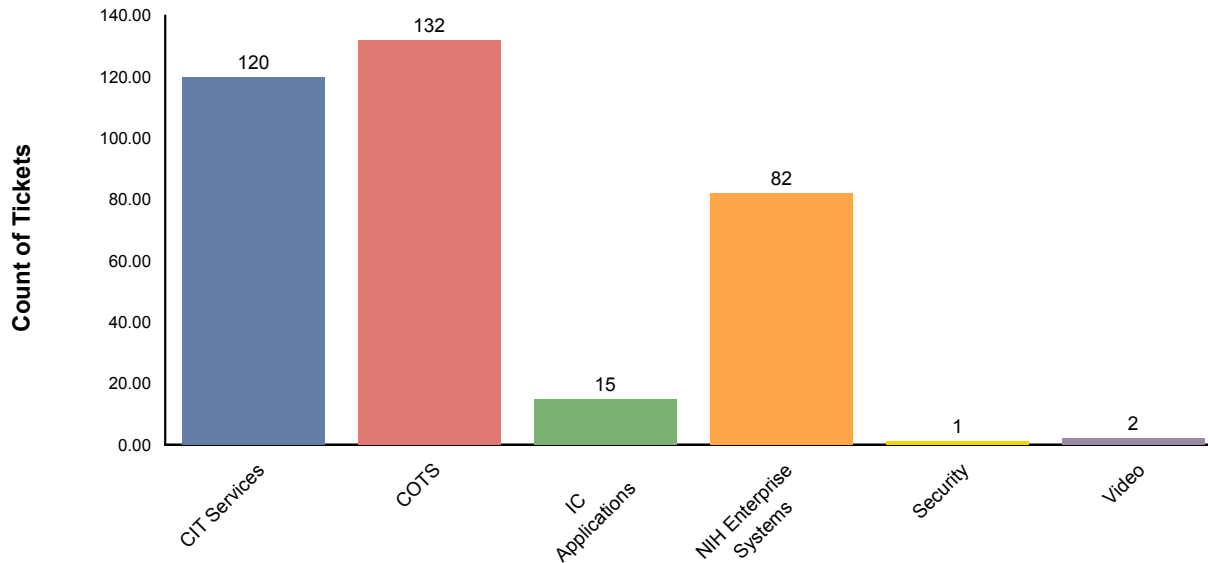
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 352

Tickets By Category Summary (For NCRR)



NCRR		352
CIT Services		120
Accounts	27	
Back Office Support	13	
CIT Categories	19	
CIT Categories Remedy	1	
Connectivity	5	
Email	24	
General Information	8	
NIHnet	10	
Telecommunications	6	
Training	3	
Wireless Services	4	
COTS		132
Application Support	85	
Hardware	47	
IC Applications		15
Local LAN	2	
Web Site Issue (non-CIT)	13	
NIH Enterprise Systems		82
ADB	6	
EHRP Security	2	
eRA-COMMONS	2	
eRA-IMPAC II	10	
eRA-Software BA	8	
NBS-User Call	39	
NED	1	
NIH Data Warehouse	1	
NIH Services	13	
Security		1
Security	1	
Video		2
Video	2	

IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

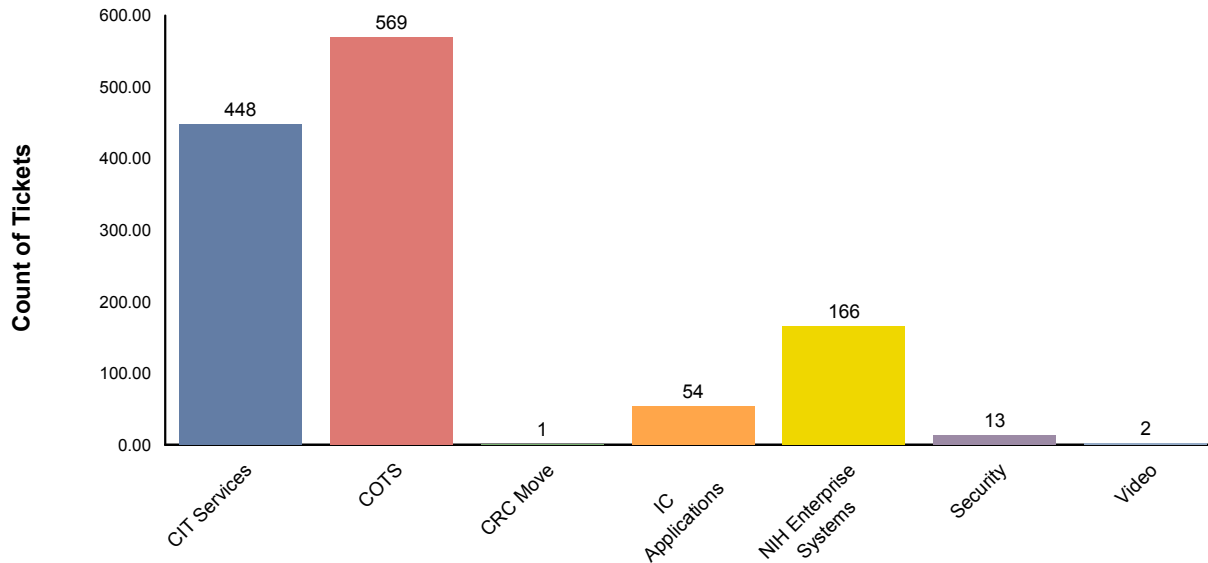
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,253

Tickets By Category Summary

(For NEI)



NEI 1,253

CIT Services

448

Accounts	135
Back Office Support	72
CIT Categories	10
CIT Categories Remedy	1
Connectivity	38
Email	93
General Information	24
Helix Support	1
NECS	1
NIHnet	16
OS/390	7
Pubs/Software Distribution	2
Telecommunications	25
Training	4
Wireless Services	19

COTS

569

Application Support	206
Hardware	363

CRC Move

1

CRC Move	1
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IC Applications

54

CC APPS	2
CC APPS (DCRI)	4
Local LAN	39
Web Site Issue (non-CIT)	9

NIH Enterprise Systems

166

ADB	17
EHRP Func App Suppt	1
EHRP Security	5
EHRP Technical	1
EHRP User Error	1
EHRP Workflow/Worklist	6
eRA-COMMONS	1
eRA-IMPAC II	13
NBS-User Call	95
NED	6
NIH Data Warehouse	3
NIH Services	17

Security

13

Anti Virus SW	1
Security	12

Video

2

Video	2
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IC Ticket Report with Category Summary

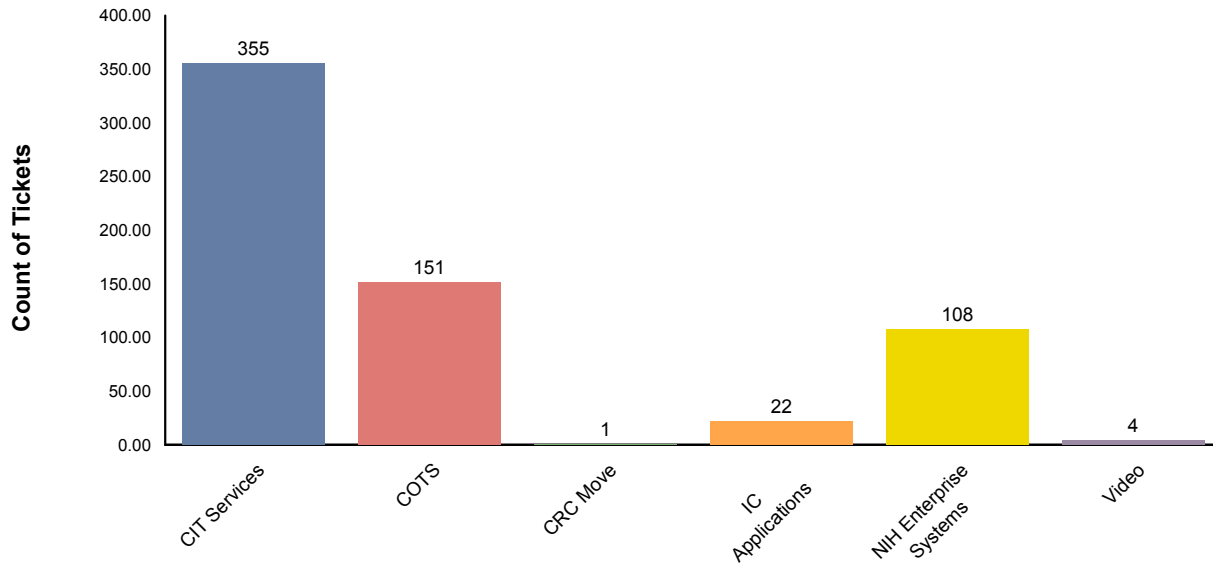
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 641

Tickets By Category Summary (For NHGRI)



NHGRI

641

CIT Services

355

Accounts	142
Back Office Support	19
CIT Categories	22
CIT Categories Remedy	4
Connectivity	28
Email	42
General Information	13
NECS	1
NIHnet	17
OS/390	6
Telecommunications	28
Training	4
Wireless Services	29

COTS

151

Application Support	58
Hardware	93

CRC Move

1

CRC Move	1
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IC Applications

22

CC APPS (DCRI)	1
Local LAN	18
Web Site Issue (non-CIT)	3

NIH Enterprise Systems

108

ADB	24
EHRP Func App Suppt	1
EHRP Interface	1
EHRP Security	3
EHRP Technical	1
EHRP Workflow/Worklist	2
eRA-IMPAC II	7
NBS-User Call	50
NIH Data Warehouse	5
NIH Services	13
NVision	1

Video

4

Video	4
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IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

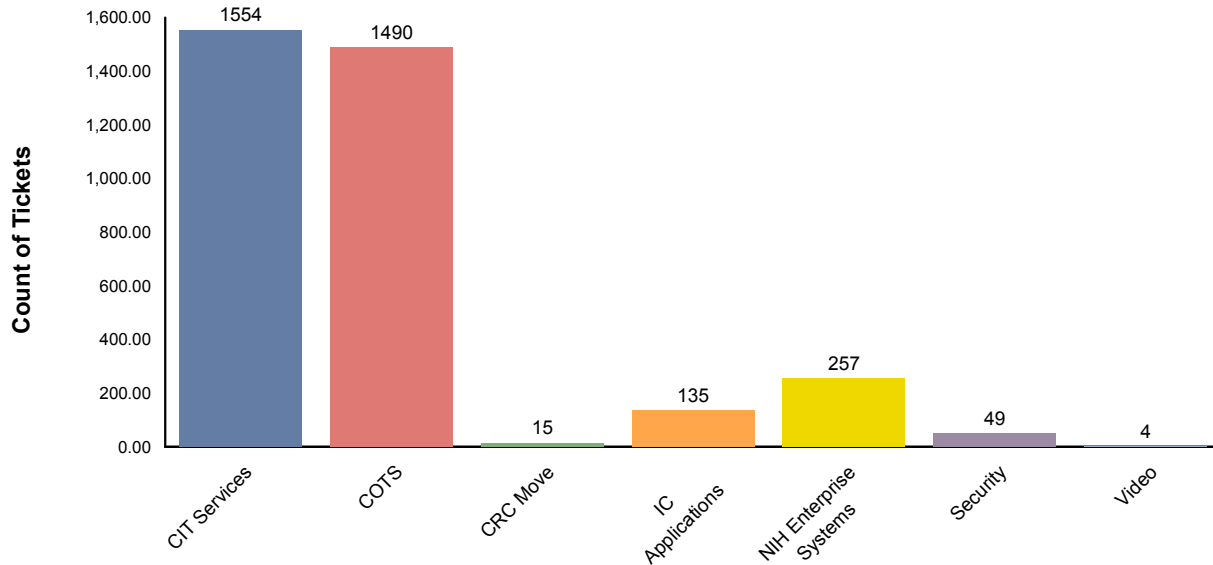
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,504

Tickets By Category Summary

(For NHLBI)



NHLBI

3,504

CIT Services

1,554

Accounts	545
Back Office Support	162
CIT Categories	52
CIT Categories Remedy	9
Connectivity	132
Email	323
General Information	84
Helix Support	6
NIHnet	57
OS/390	12
Telecommunications	63
Training	25
Wireless Services	84

COTS

1,490

Application Support	531
Hardware	959

CRC Move

15

CRC Move	15
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IC Applications

135

CC APPS	6
CC APPS (DCRI)	6
Local LAN	110
Web Site Issue (non-CIT)	13

NIH Enterprise Systems

257

ADB	46
EHRP Reporting	1
EHRP Security	9
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	17
eRA-Software BA	1
NBS Int. Des/Dev	1
NBS-User Call	100
NED	16
NIH Data Warehouse	20
NIH Services	43
NVision	1

Security

49

Anti Virus SW	16
Security	33

Video

4

Video	4
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IC Ticket Report with Category Summary

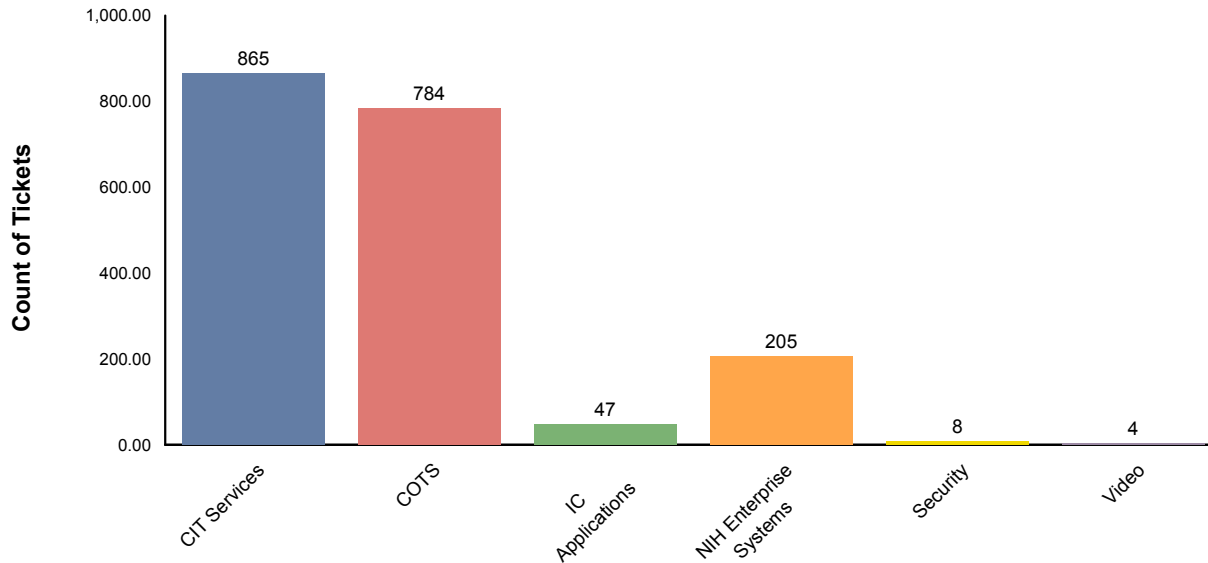
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,913

Tickets By Category Summary (For NIA)



NIA **1,913**

CIT Services

865

Accounts	277
Back Office Support	100
CIT Categories	55
CIT Categories Remedy	5
Connectivity	43
Email	169
General Information	29
Helix Support	3
NECS	1
NIHnet	12
OS/390	5
Pubs/Software Distribution	3
Telecommunications	108
Training	2
Wireless Services	53

COTS

784

Application Support	222
Hardware	562

IC Applications

47

CC APPS	1
Local LAN	42
Web Site Issue (non-CIT)	4

NIH Enterprise Systems

205

ADB	33
EHRP Func App Suppt	1
EHRP Security	8
EHRP Technical	2
EHRP Workflow/Worklist	3
eRA-COMMONS	1
eRA-IMPAC II	12
eRA-Software BA	3
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-User Call	82
NED	9
NIH Data Warehouse	10
NIH Services	35
NVision	4

Security

8

Anti Virus SW	1
Security	7

Video

4

Video	4
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IC Ticket Report with Category Summary

For 10/01/2004 to 12/31/2004

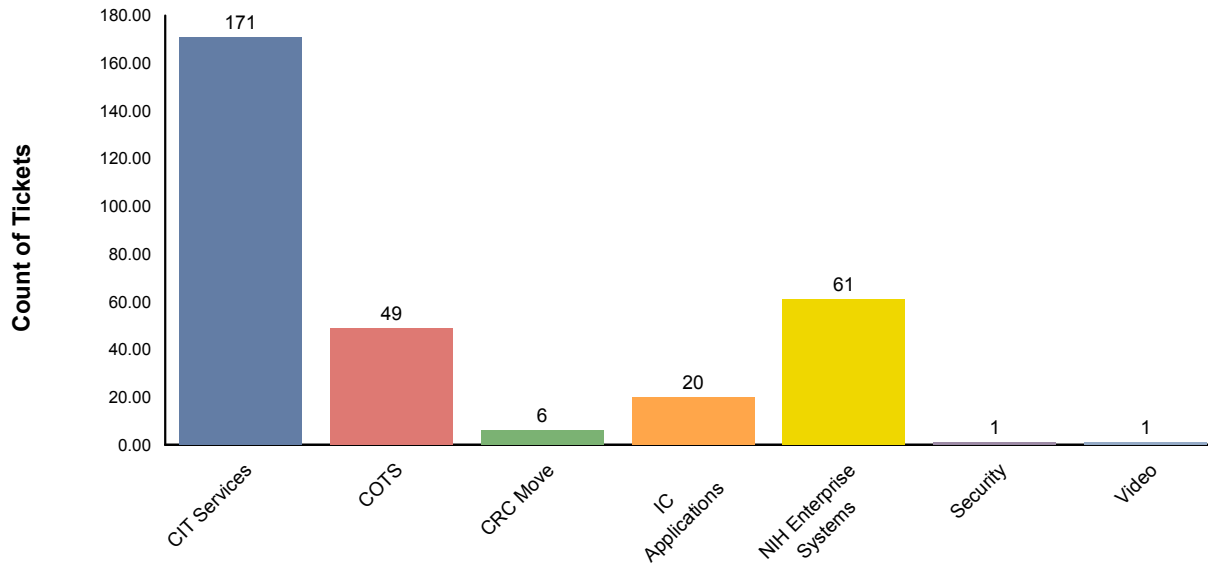
Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 309

Tickets By Category Summary

(For NIAAA)



NIAAA

309

CIT Services

171

Accounts	55
Back Office Support	5
CIT Categories	20
CIT Categories Remedy	2
Connectivity	10
Email	15
General Information	10
Helix Support	1
NECS	1
NIHnet	8
OS/390	17
Telecommunications	10
Training	1
Wireless Services	16

COTS

49

Application Support	17
Hardware	32

CRC Move

6

CRC Move	6
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IC Applications

20

Local LAN	20
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NIH Enterprise Systems

61

ADB	5
EHRP Reporting	1
EHRP Security	1
EHRP Technical	3
eRA-IMPAC II	1
NBS-User Call	28
NED	7
NIH Data Warehouse	4
NIH Services	11

Security

1

Anti Virus SW	1
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Video

1

Video	1
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IC Ticket Report with Category Summary

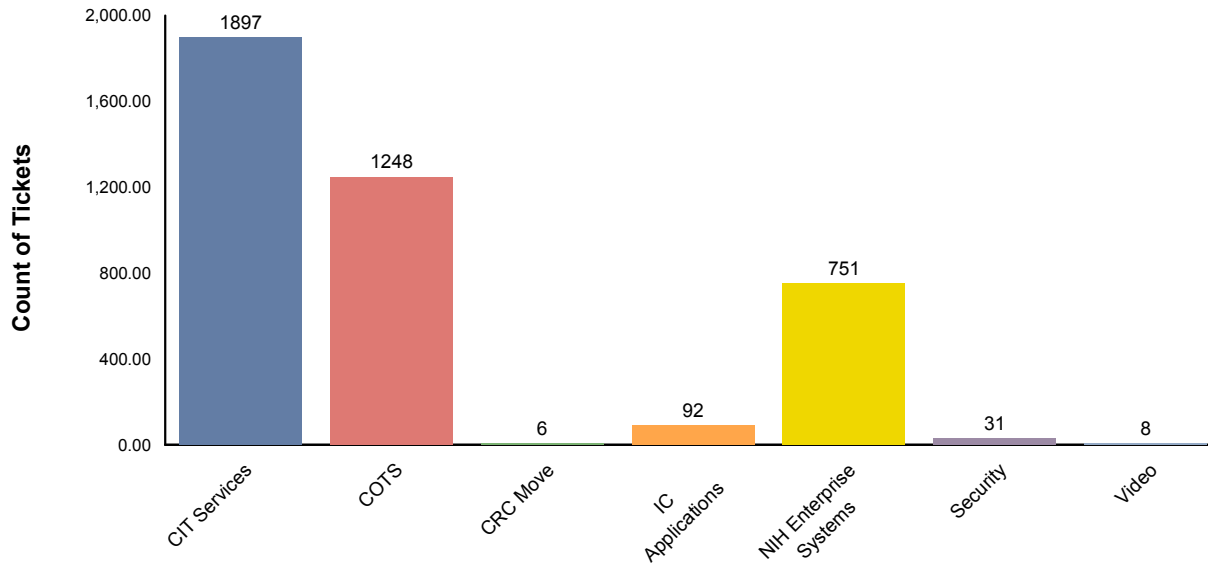
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 4,033

Tickets By Category Summary (For NIAID)



NIAID 4,033

CIT Services

1,897

Accounts	498
Back Office Support	213
CIT Categories	158
CIT Categories Remedy	12
Connectivity	60
Email	466
General Information	134
Helix Support	5
NECS	7
NIHnet	32
OS/390	8
Pubs/Software Distribution	1
Telecommunications	90
Training	19
Wireless Services	194

COTS

1,248

Application Support	422
Hardware	826

CRC Move

6

CRC Move	6
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IC Applications

92

CC APPS	6
CC APPS (DCRI)	15
Local LAN	54
OIT Categories	1
Web Site Issue (non-CIT)	16

NIH Enterprise Systems

751

ADB	89
EHRP Change Management	2
EHRP Func App Suppt	8
EHRP Non-App Specific	1
EHRP Reporting	4
EHRP Security	41
EHRP Technical	11
EHRP User Error	6
EHRP Workflow/Worklist	13
eRA-COMMONS	4
eRA-IMPAC II	34
eRA-Software BA	6
NBS Int. Des/Dev	2
NBS-User Call	331
NED	47
NIH Data Warehouse	15
NIH Services	127

IC Ticket Report with Category Summary
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NVision	10	
Security		31
Anti Virus SW	12	
Security	19	
Video		8
Video	8	

IC Ticket Report with Category Summary

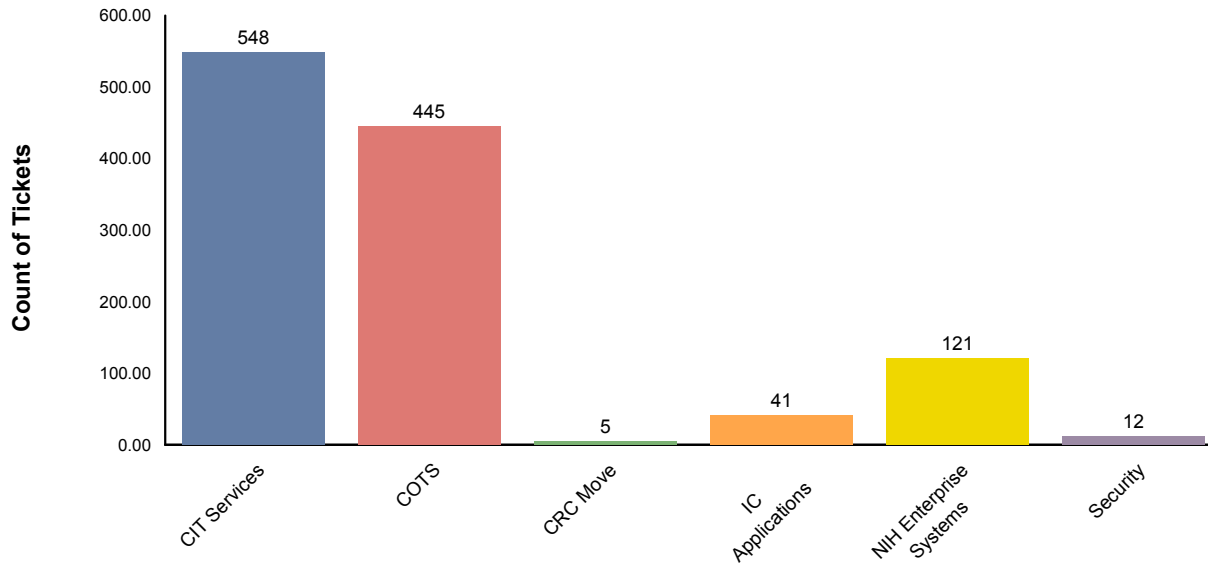
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,172

Tickets By Category Summary (For NIAMS)



NIAMS 1,172

CIT Services

548

Accounts	197
Back Office Support	81
CIT Categories	15
CIT Categories Remedy	6
Connectivity	17
Email	127
General Information	35
NIHnet	15
OS/390	1
Telecommunications	21
Training	7
Wireless Services	26

COTS

445

Application Support	168
Hardware	277

CRC Move

5

CRC Move	5
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IC Applications

41

CC APPS	3
CC APPS (DCRI)	5
Local LAN	22
Web Site Issue (non-CIT)	11

NIH Enterprise Systems

121

ADB	23
eRA-COMMONS	4
eRA-IMPAC II	4
eRA-Software BA	1
NBRSS-NBS	1
NBS-User Call	53
NED	4
NIH Data Warehouse	4
NIH Services	27

Security

12

Anti Virus SW	7
Security	5

IC Ticket Report with Category Summary

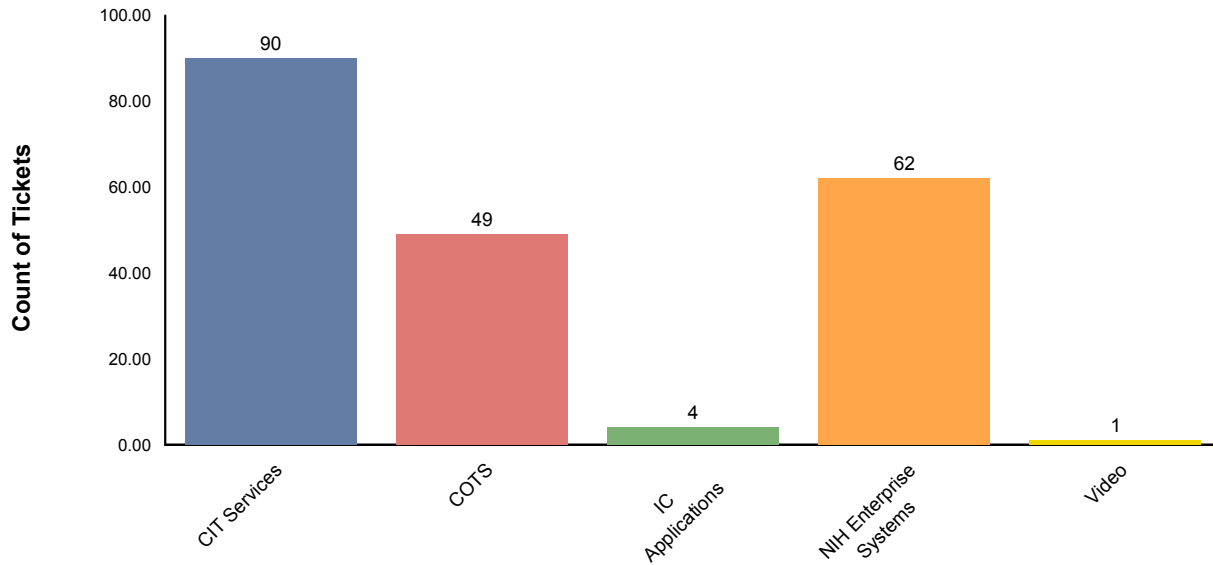
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 206

Tickets By Category Summary (For NIBIB)



NIBIB		206
CIT Services		90
Accounts	32	
Back Office Support	12	
CIT Categories	7	
Connectivity	4	
Email	13	
General Information	6	
Telecommunications	4	
Wireless Services	12	
COTS		49
Application Support	13	
Hardware	36	
IC Applications		4
E-Grants	1	
Local LAN	3	
NIH Enterprise Systems		62
ADB	2	
EHRP Security	1	
eRA-IMPAC II	2	
NBS-User Call	39	
NED	1	
NIH Data Warehouse	5	
NIH Services	12	
Video		1
Video	1	

IC Ticket Report with Category Summary

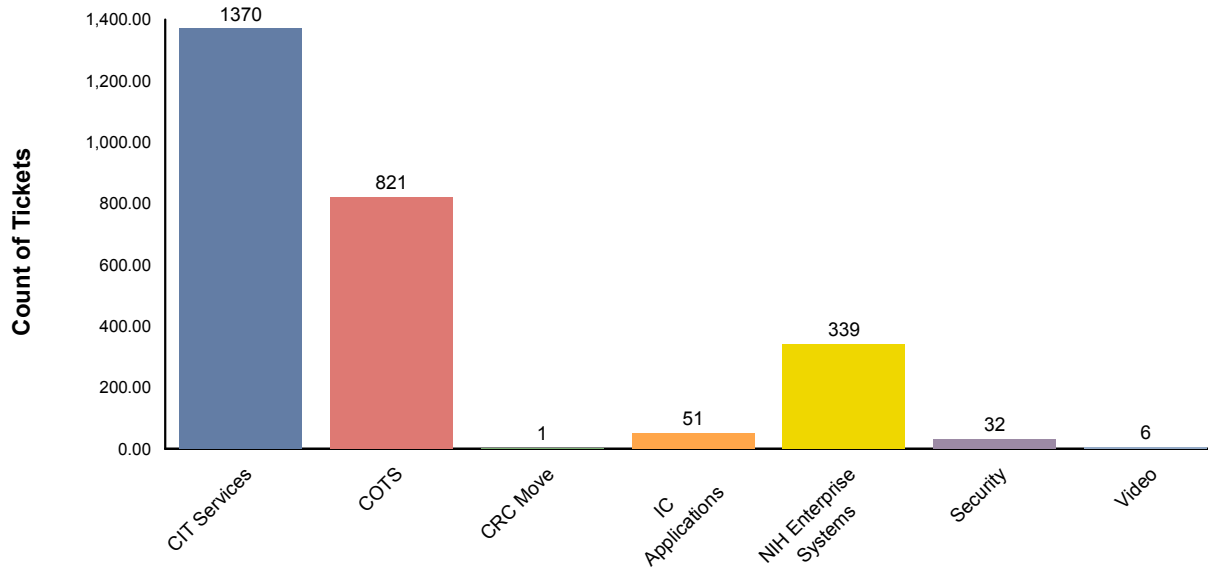
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,620

Tickets By Category Summary (For NICHD)



NICHD 2,620

CIT Services

1,370

Accounts	507
Back Office Support	159
CIT Categories	106
CIT Categories Remedy	9
Connectivity	63
Email	287
General Information	77
Helix Support	4
NECS	6
NIHnet	24
OS/390	10
Project Work	3
Telecommunications	46
Training	10
Unix Support	3
Wireless Services	56

COTS

821

Application Support	277
Hardware	544

CRC Move

1

CRC Move	1
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IC Applications

51

CC APPS	1
CC APPS (DCRI)	9
Local LAN	32
Web Site Issue (non-CIT)	9

NIH Enterprise Systems

339

ADB	34
EHRP Security	7
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	11
eRA-Software BA	1
NBS Break/Fix	1
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-User Call	203
NED	19
NIH Data Warehouse	5
NIH Services	52
NVision	2

Security

32

Anti Virus SW	5
Security	27

IC Ticket Report with Category Summary
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Video	6
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IC Ticket Report with Category Summary

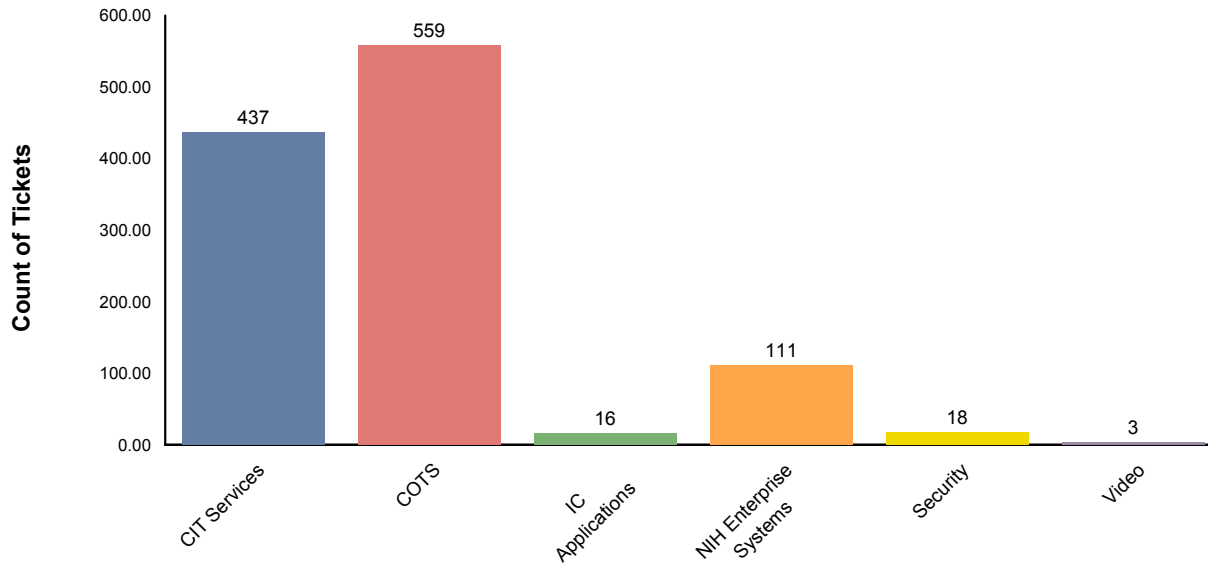
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,144

Tickets By Category Summary (For NIDA)



NIDA 1,144

CIT Services

437

Accounts	156
Back Office Support	39
CIT Categories	25
CIT Categories Remedy	1
Connectivity	15
Email	106
General Information	18
NECS	1
NIHnet	10
OS/390	4
PubS/Software Distribution	3
Telecommunications	7
Training	7
Wireless Services	45

COTS

559

Application Support	210
Hardware	349

IC Applications

16

Local LAN	10
Web Site Issue (non-CIT)	6

NIH Enterprise Systems

111

ADB	11
EHRP Security	2
EHRP User Error	1
eRA-COMMONS	1
eRA-IMPAC II	16
NBS Int. Des/Dev	1
NBS-User Call	48
NED	2
NIH Services	28
NVision	1

Security

18

Anti Virus SW	2
Security	16

Video

3

Video	3
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IC Ticket Report with Category Summary

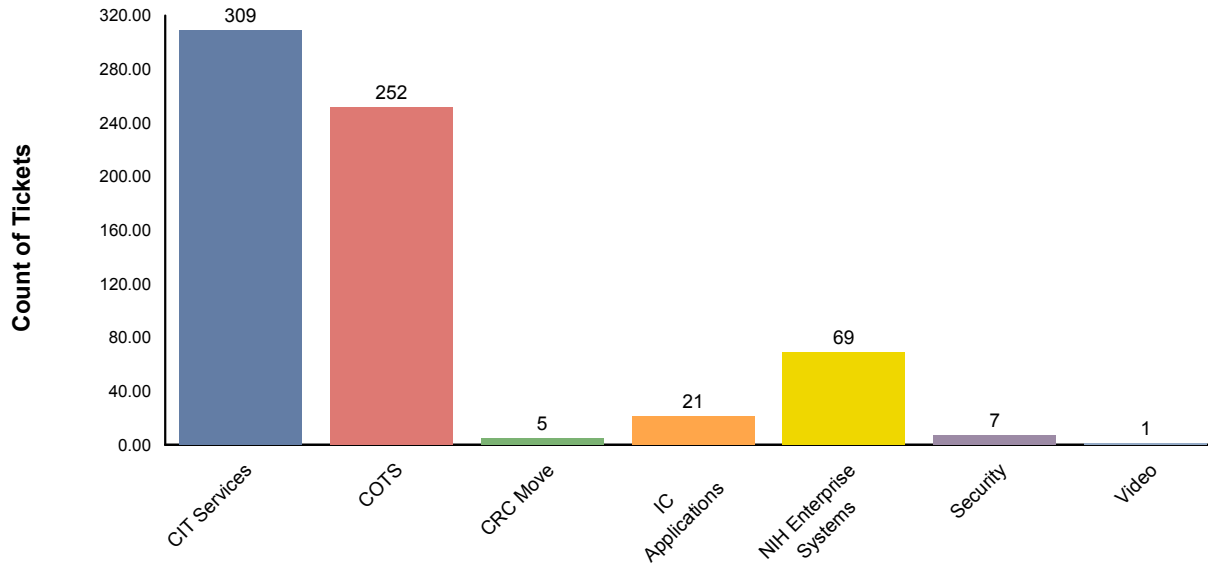
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 664

Tickets By Category Summary (For NIDCD)



NIDCD

664

CIT Services

309

Accounts	128
Back Office Support	36
CIT Categories	17
Connectivity	14
Email	51
General Information	19
Helix Support	3
NIHnet	6
OS/390	1
Telecommunications	10
Training	2
Wireless Services	22

COTS

252

Application Support	96
Hardware	156

CRC Move

5

CRC Move	5
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IC Applications

21

CC APPS	2
CC APPS (DCRI)	3
Local LAN	12
Web Site Issue (non-CIT)	4

NIH Enterprise Systems

69

ADB	10
EHRP Security	2
eRA-COMMONS	3
eRA-IMPAC II	5
eRA-Software BA	3
NBS-User Call	19
NED	4
NIH Data Warehouse	3
NIH Services	20

Security

7

Anti Virus SW	3
Security	4

Video

1

Video	1
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IC Ticket Report with Category Summary

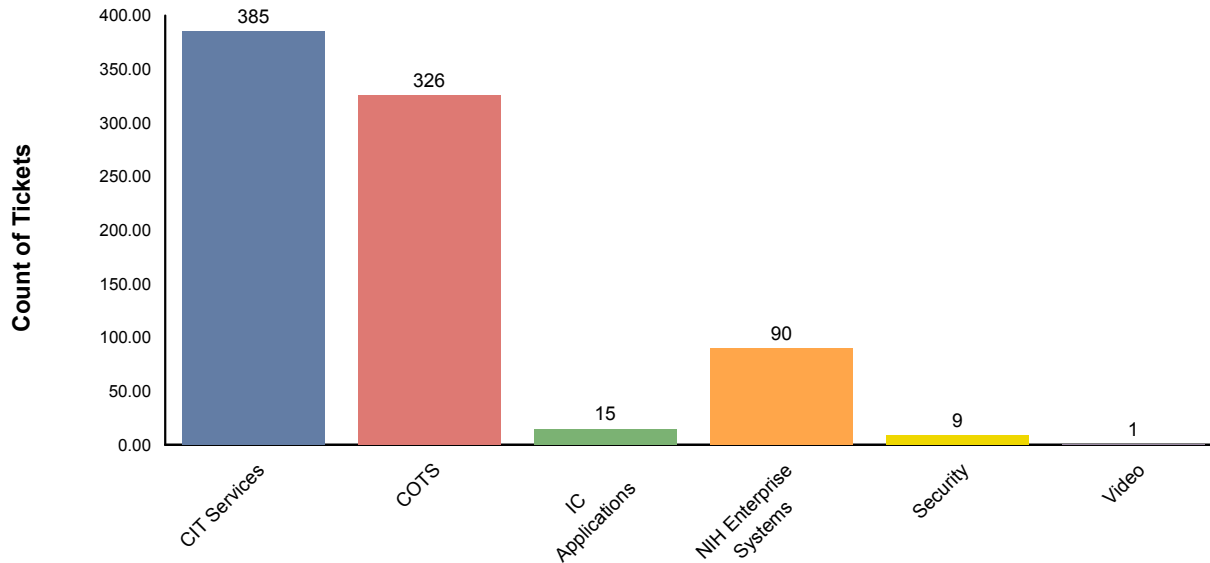
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 826

Tickets By Category Summary (For NIDCR)



NIDCR

826

CIT Services

385

Accounts	150
Back Office Support	30
CIT Categories	27
CIT Categories Remedy	1
Connectivity	25
Email	65
General Information	19
Helix Support	2
NIHnet	8
OS/390	10
Pubs/Software Distribution	1
Telecommunications	18
Training	3
Wireless Services	26

COTS

326

Application Support	132
Hardware	194

IC Applications

15

CC APPS	1
Local LAN	10
Web Site Issue (non-CIT)	4

NIH Enterprise Systems

90

ADB	16
EHRP Security	5
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	3
eRA-Software BA	1
NBS Int. Des/Dev	2
NBS-User Call	39
NED	3
NIH Data Warehouse	5
NIH Services	13
NVision	1

Security

9

Security	9
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Video

1

Video	1
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IC Ticket Report with Category Summary

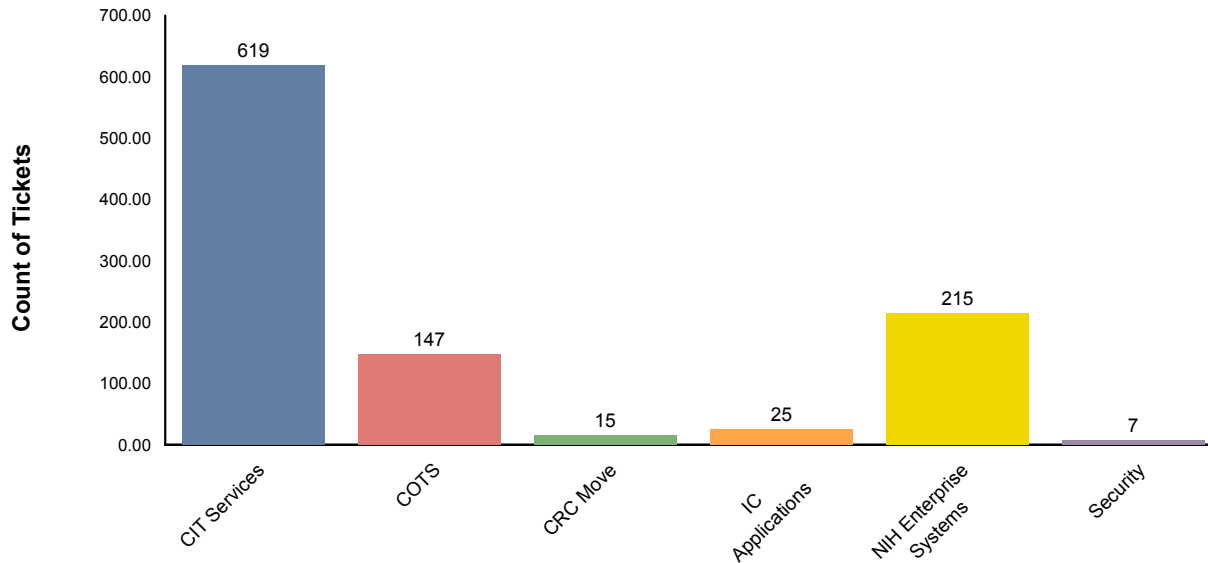
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,028

Tickets By Category Summary (For NIDDK)



NIDDK 1,028

CIT Services

619

Accounts	313
Back Office Support	22
CIT Categories	40
CIT Categories Remedy	7
Connectivity	25
Email	89
General Information	34
Helix Support	6
NECS	3
NIHnet	19
OS/390	8
Pubs/Software Distribution	1
Telecommunications	37
Training	7
Wireless Services	8

COTS

147

Application Support	64
Hardware	83

CRC Move

15

CRC Move	15
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IC Applications

25

CC APPS	5
CC APPS (DCRI)	11
Local LAN	6
Web Site Issue (non-CIT)	3

NIH Enterprise Systems

215

ADB	30
EHRP Non-App Specific	1
EHRP Security	5
EHRP Technical	1
eRA-IMPAC II	1
eRA-Software BA	1
NBS Int. Des/Dev	1
NBS-User Call	128
NED	20
NIH Data Warehouse	4
NIH Services	22
NVision	1

Security

7

Anti Virus SW	2
Security	5

IC Ticket Report with Category Summary

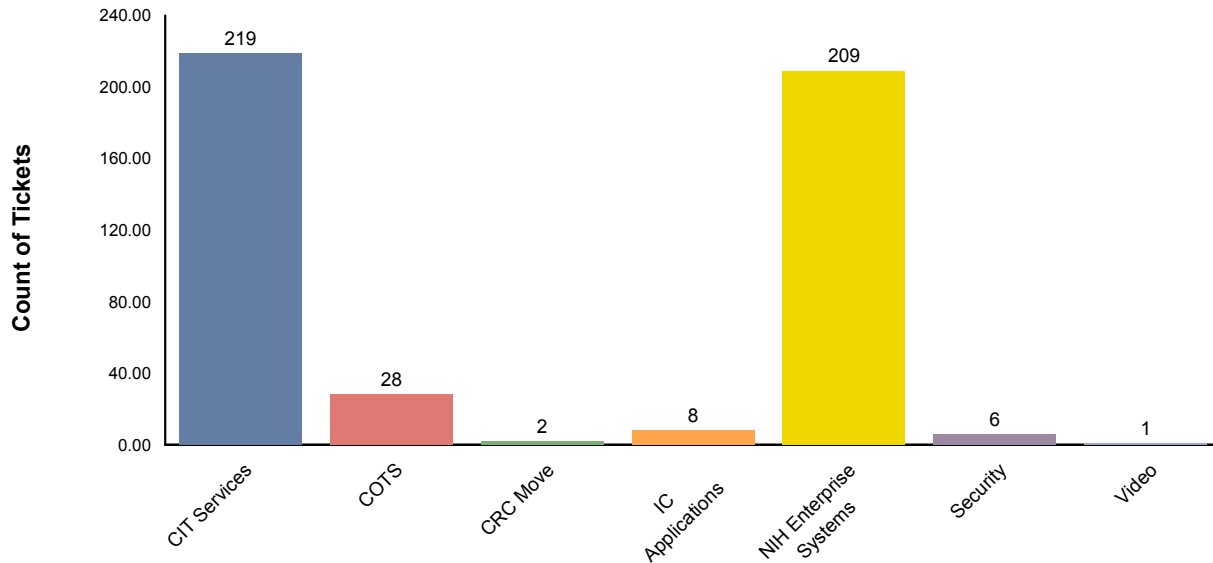
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 473

Tickets By Category Summary (For NIEHS)



NIEHS

473

CIT Services

219

Accounts	94
Back Office Support	16
CIT Categories	28
CIT Categories Remedy	1
Connectivity	5
Email	32
General Information	8
NIHnet	1
OS/390	6
Telecommunications	8
Training	2
Wireless Services	18

COTS

28

Application Support	13
Hardware	15

CRC Move

2

CRC Move	2
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IC Applications

8

CC APPS (DCRI)	2
Local LAN	3
OIT Categories	1
Web Site Issue (non-CIT)	2

NIH Enterprise Systems

209

ADB	31
EHRP Func App Suppt	1
EHRP Security	12
EHRP Technical	2
eRA-IMPAC II	2
NBS Break/Fix	1
NBS-User Call	113
NED	30
NIH Data Warehouse	6
NIH Services	11

Security

6

Security	6
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Video

1

Video	1
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IC Ticket Report with Category Summary

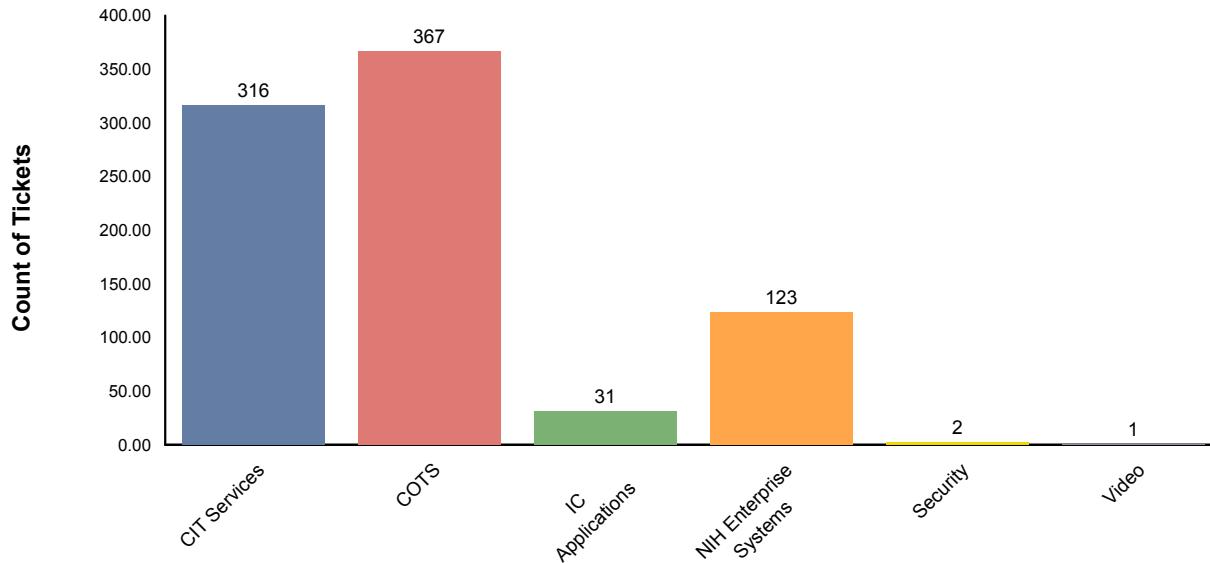
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 840

Tickets By Category Summary (For NIGMS)



NIGMS

840

CIT Services

316

Accounts	63
Back Office Support	67
CIT Categories	14
CIT Categories Remedy	13
Connectivity	7
Email	71
General Information	22
NIHnet	2
OS/390	1
Telecommunications	6
Training	4
Wireless Services	46

COTS

367

Application Support	149
Hardware	218

IC Applications

31

Local LAN	12
Web Site Issue (non-CIT)	19

NIH Enterprise Systems

123

ADB	5
EHRP Func App Suppt	1
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	31
eRA-Software BA	2
NBS-User Call	16
NED	3
NIH Data Warehouse	4
NIH Services	59

Security

2

Security	2
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Video

1

Video	1
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IC Ticket Report with Category Summary

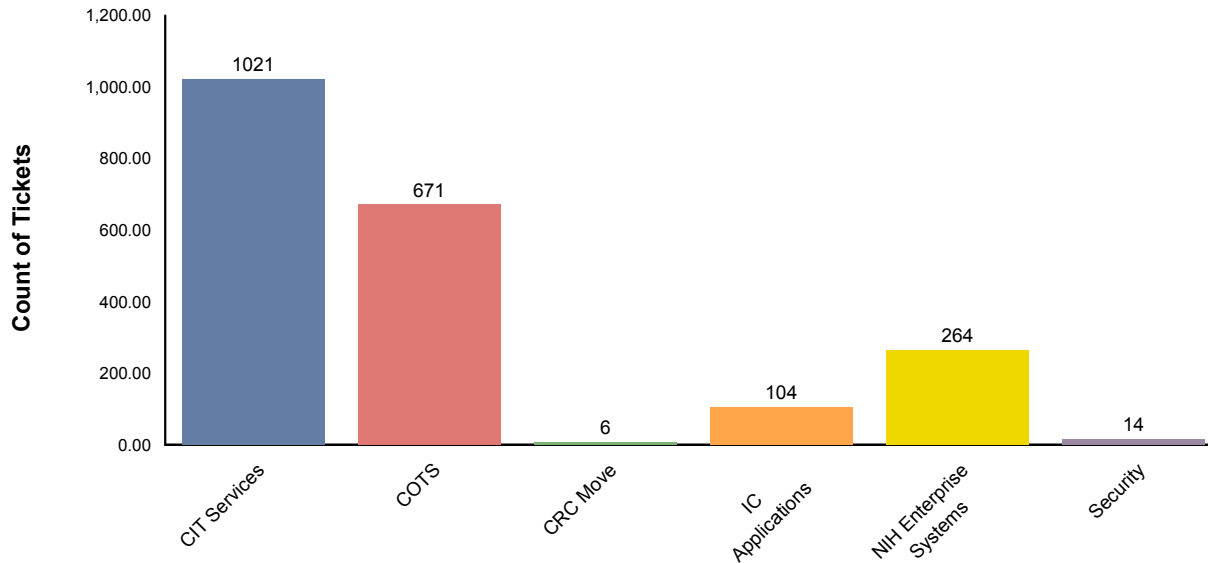
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,080

Tickets By Category Summary (For NIMH)



NIMH 2,080

CIT Services

1,021

Accounts	332
Back Office Support	105
CIT Categories	42
CIT Categories Remedy	6
Connectivity	73
Email	216
General Information	63
Helix Support	9
NECS	2
NIHnet	25
OS/390	10
Pubs/Software Distribution	5
Telecommunications	55
Training	13
Wireless Services	65

COTS

671

Application Support	270
Hardware	401

CRC Move

6

CRC Move	6
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IC Applications

104

CC APPS	8
CC APPS (DCRI)	20
Local LAN	57
OIT Categories	1
Web Site Issue (non-CIT)	18

NIH Enterprise Systems

264

ADB	45
EHRP Reporting	1
EHRP Security	9
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	9
eRA-Software BA	2
NBS-User Call	129
NED	16
NIH Data Warehouse	11
NIH Services	37
NVision	2

Security

14

Anti Virus SW	1
Security	13

IC Ticket Report with Category Summary

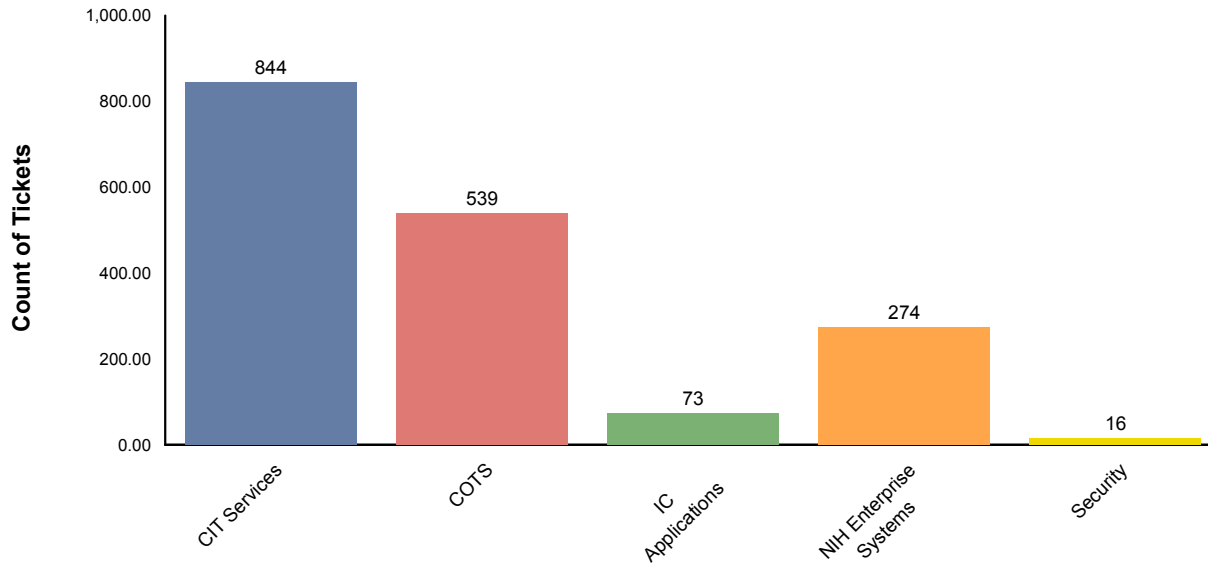
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,746

Tickets By Category Summary (For NINDS)



NINDS

1,746

CIT Services

844

Accounts	267
Back Office Support	94
CIT Categories	52
CIT Categories Remedy	3
Connectivity	58
Email	201
General Information	42
Helix Support	2
NIHnet	27
OS/390	10
PubS/Software Distribution	2
Telecommunications	30
Training	5
Wireless Services	51

COTS

539

Application Support	200
Hardware	339

IC Applications

73

CC APPS	5
CC APPS (DCRI)	6
Local LAN	45
Web Site Issue (non-CIT)	17

NIH Enterprise Systems

274

ADB	57
EHRP Security	6
EHRP Technical	2
eRA-COMMONS	2
eRA-IMPAC II	17
eRA-Software BA	2
NBS Enhancement	2
NBS-User Call	121
NED	26
NIH Data Warehouse	10
NIH Services	29

Security

16

Anti Virus SW	5
Security	11

IC Ticket Report with Category Summary

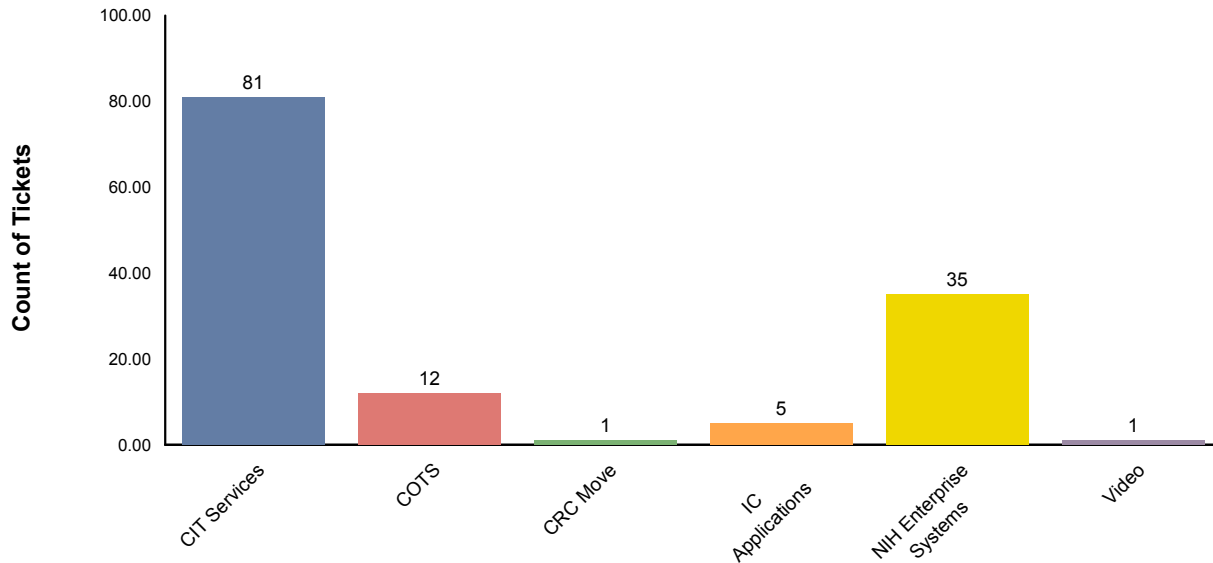
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 135

Tickets By Category Summary (For NINR)



NINR

135

CIT Services

81

Accounts	31
Back Office Support	9
CIT Categories	8
Connectivity	3
Email	11
General Information	3
NIHnet	4
OS/390	1
Telecommunications	4
Training	1
Wireless Services	6

COTS

12

Application Support	8
Hardware	4

CRC Move

1

CRC Move	1
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IC Applications

5

Local LAN	5
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NIH Enterprise Systems

35

ADB	6
eRA-COMMONS	2
eRA-IMPAC II	1
eRA-Software BA	1
NBS-User Call	14
NED	2
NIH Data Warehouse	3
NIH Services	6

Video

1

Video	1
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IC Ticket Report with Category Summary

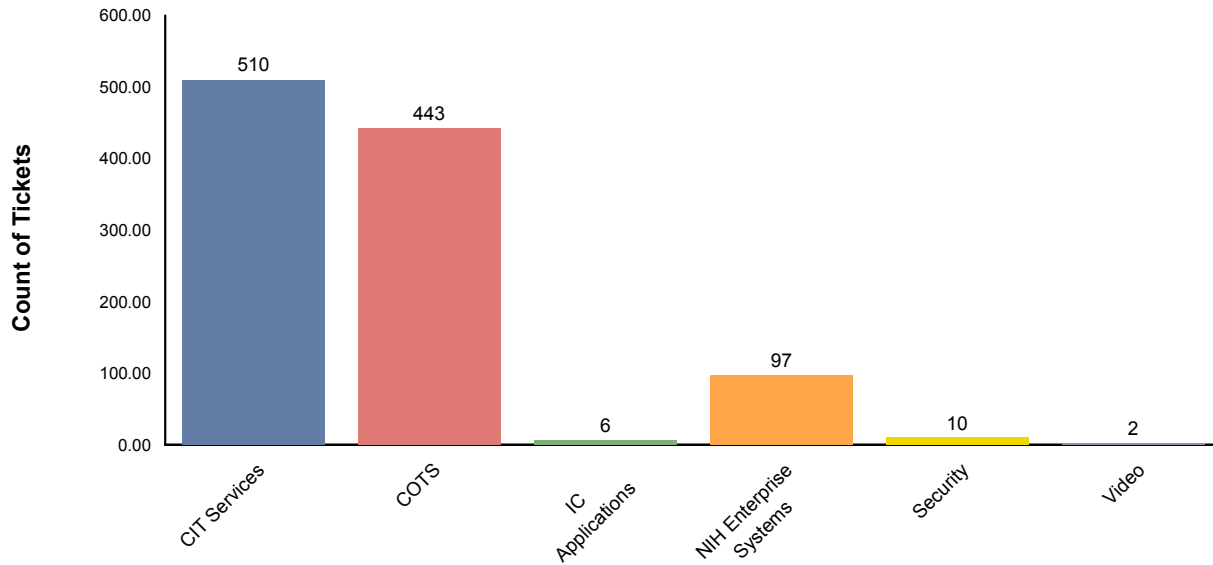
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,068

Tickets By Category Summary (For NLM)



NLM

1,068

CIT Services

510

Accounts	229
Back Office Support	39
CIT Categories	37
CIT Categories Remedy	4
Connectivity	23
Email	80
General Information	28
Helix Support	2
NECS	2
NIHnet	2
OS/390	1
Telecommunications	19
Training	5
Wireless Services	39

COTS

443

Application Support	204
Hardware	239

IC Applications

6

Local LAN	4
Web Site Issue (non-CIT)	2

NIH Enterprise Systems

97

ADB	19
EHRP Interface	1
EHRP Reporting	2
EHRP Security	2
EHRP User Error	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	2
NBS-User Call	43
NED	8
NIH Data Warehouse	5
NIH Services	13

Security

10

Anti Virus SW	5
Security	5

Video

2

Video	2
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IC Ticket Report with Category Summary

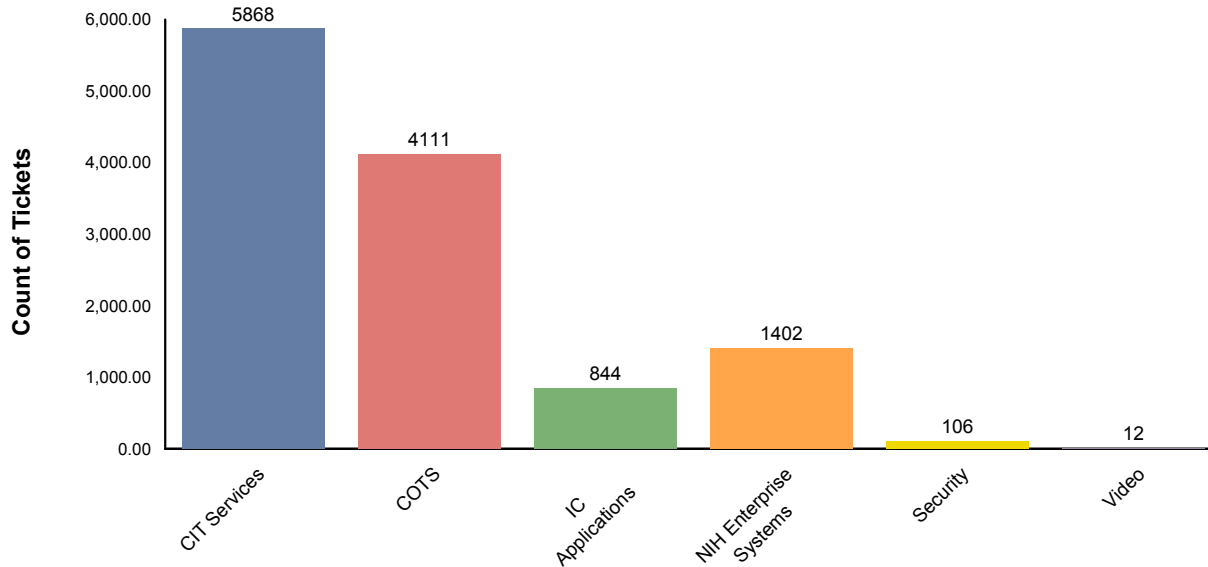
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 12,343

Tickets By Category Summary (For OD)



OD 12,343

CIT Services

5,868

Accounts	1,864
Back Office Support	837
CIT Categories	364
CIT Categories Remedy	45
Connectivity	301
Email	1,265
General Information	348
Helix Support	1
NECS	6
NIHnet	139
OS/390	46
Pubs/Software Distribution	1
Telecommunications	208
Training	73
Wireless Services	370

COTS

4,111

Application Support	1,398
Hardware	2,713

IC Applications

844

CC APPS (DCRI)	1
E-Grants	16
Local LAN	214
OIT Categories	516
Web Site Issue (non-CIT)	97

NIH Enterprise Systems

1,402

ADB	222
EHRP Func App Suppt	10
EHRP Interface	2
EHRP Non-App Specific	4
EHRP Reporting	5
EHRP Security	65
EHRP Technical	23
EHRP User Error	3
EHRP Workflow/Worklist	8
eRA-COMMONS	10
eRA-IMPAC II	201
eRA-Software BA	12
NBRSS-NBS	1
NBS Break/Fix	4
NBS Enhancement	1
NBS Int. Des/Dev	4
NBS-User Call	376
NED	69
NIH Data Warehouse	45

IC Ticket Report with Category Summary
For 10/01/2004 to 12/31/2004

Snapshot Date: 2/7/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NIH Services	333	
NVision	4	
Security		106
Anti Virus SW	12	
Security	94	
Video		12
Video	12	